

# Tamer Ihyasat



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## *Education*

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- General Secondary Education Certificate, Scientific stream  
Al-salt Secondary School 2004, Final grade: (78.2%).
- Bachelor's Degree in computer information system (CIS)  
AL-Balqa Applied University (2004 – 2008), Good rate.

## *Employment*

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Aug 2022 – present

### **Head of Systems Administration Division**

Information Systems and Technology Center (ISTC)  
German Jordanian University (GJU) | Amman, Jordan | <http://www.gju.edu.jo>

- Managing and optimizing server infrastructure, Hyper-V I Infrastructure, Windows and Linux server systems, on-premises Exchange, MySQL-DB servers, Application Servers, , Enterprise Storage, Network Infrastructure, Backup and Archive.
- Provide support for hardware, software, and network-related issues.
- Provide tire-I and tire-II support regarding servers, desktops, printers, phones, and office equipment's for ~1000 onsite and remote users.
- Installing and configuring computer systems, diagnosing hardware and software faults, solving technical and application problems, and following up with staff to ensure their technical issues are resolved.
- Manage and optimizing Time Attendance System.

Feb 2012 – Aug 2022

### **IT Systems Administration**

Information Systems and Technology Center (ISTC)  
German Jordanian University (GJU) | Amman, Jordan | <http://www.gju.edu.jo>

- Manage, Administer and Troubleshoot Domain Controllers, DC's.
- Manage, Administer and Troubleshoot Exchange Server 2003 - 2013.
- Manage, Administer and Troubleshoot DNS Servers, WSUS, WDS, and File Servers.
- Manage, Administer and Troubleshoot Microsoft Virtualization using Windows Server 2008 R2, 2012, 2016, 2019 and 2022.
- Manage, Administer and Troubleshoot Mail server security.
- Working on Dell, SAN and NAS Storage Systems.
- Private Cloud Systems Security and maintaining.
- Manage, Administer Time Attendance System.
- Manage, Administer Surveillance IP Camera System.

Jan 2012- Feb 2022

### **Technical support**

Information Systems and Technology Center (ISTC)

German Jordanian University (GJU) | Amman, Jordan | <http://www.gju.edu.jo>

- Provide support for hardware, software, and network-related issues.
- Provide support regarding desktops, printers, phones, and office equipment's for ~1000 onsite and remote users.
- Installing and configuring computer systems, diagnosing hardware and software faults, solving technical and application problems, and following up with staff to ensure their technical issues are resolved.

Jun 2010 – Dec 2011

### **IT Manager**

Tamani Investment Company

<https://www.alaqariyaproperties.net>

- Administrating Windows 2003/2008 multiple Server-based network with Windows XP Professional/windows 7 clients.
- Installed and maintained various standard software's as per requirements.
- Managing user accounts, Shares, File Permissions, and disk quota
- Regularly perform hardware and software maintenance
- Provided technical support for users and maintained computers and printers.
- Train new employees on proper procedures and policies of the facilities including rules and schedules.
- Troubleshooting network problems and conflicts.
- DNS implementation, File, and server Implementation

Sep 2008 – Jun 2010

### **System and Network Administrator**

Baghdad Company for Gas Turbines Ltd.

<https://www.baghdad-co.com>

- Administrating Windows 2003/2008 multiple Server-based network with Windows XP Professional/windows 7 clients.
- Installed and maintained various standard software's as per requirements.
- Setup and configured network servers (Microsoft Exchange 2007/2010) and firewall servers (Microsoft Internet Security and Acceleration server).
- Managing user accounts, Shares, File Permissions, and disk quota
- Setting up fault tolerance using s/w or h/w RAID.
- Regularly perform hardware and software maintenance
- Provided technical support for users and maintained computers and printers.
- Troubleshooting network problems and conflicts.
- DNS implementation, File, and server Implementation.

### ***Trainings:***

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- Microsoft MCSA Windows Server 2016
- Office 365 administration
- Installing, Configuring, and Administering Microsoft® Exchange 2003/2007 Server.
- Installing, Configuring, and Administering Microsoft® Internet Security and Acceleration (ISA) Server 2006, Enterprise Edition
- Managing a Windows XP, Vista, 7, 8,10 Network Environment
- Implementing and administering a Microsoft® Windows® 2003 Directory Services Infrastructure
- Implementing and administering a Microsoft® Windows® 2003 Network Infrastructure
- Installing, Configuring, and Administering Microsoft® Windows® XP, vista, 7.
- Installing, Configuring, and Administering Microsoft® Windows® 2003,2008 and 2012.

### ***Certificate:***

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- Microsoft Certified Systems Engineer (MCSE)
- Microsoft Certified Systems Administrator (MCSA: M)
- MCP
- Installing and Configuring Windows Server 2012